## Support Payment Information



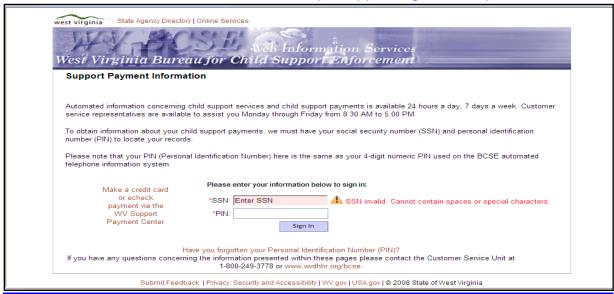
WV Bureau for Child Support Enforcement

Training Unit

June 2, 2010

 Welcome to the new automated information system for child support payments which is available 24 hours a day, 7 days a week. The system may be used by the Noncustodial Parent or the Custodial Parent to check for payments being processed.





A. To obtain information about your child support payments, enter your social security number (SSN) and personal identification number (PIN) in the spaces provided.

Please note that your PIN is the same as your 4-digit numeric PIN used to check your payments through the BCSE automated telephone system.

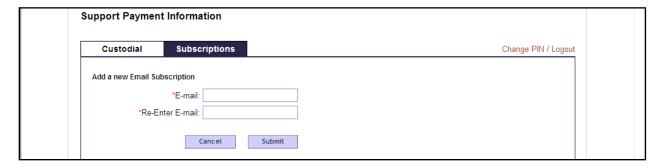
B. Once you log in, a screen appears that shows the last 5 payments processed to your account.



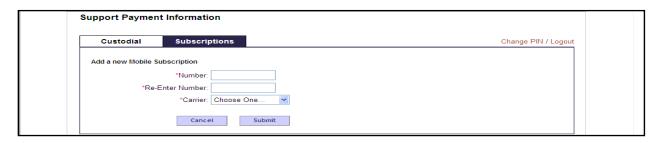
- C. You may sign up to be automatically notified by email and/or text message when a payment has been processed. To do this
  - 1. Click on Subscriptions.
  - 2. In the drop-down box select either "Email" or "Mobile Device" and click on the Go button.



3. If you chose email, enter your email address in both blocks and submit.



4. If choosing a "Mobile Device", enter your telephone number in both blocks provided, choose your carrier, and submit.



- 5. You will then be directed to a screen that confirms your Subscription. The message explains that you will receive your confirmation code in the next few minutes, either by email or mobile device depending on which you chose.
- 6. Enter your confirmation code in the space indicated and click the submit button.



- 7. This returns you to the subscription screen and shows your subscription.
- 8. After your subscription is confirmed, you will receive the following message by email or text message each time a payment is processed.

## <u>Custodial Parent's message for person with Direct Deposit or</u> Debit Card:

"A payment in the amount of \$\_\_\_\_\_ will be deposited by the BCSE to your account and be available on \_\_\_\_\_."

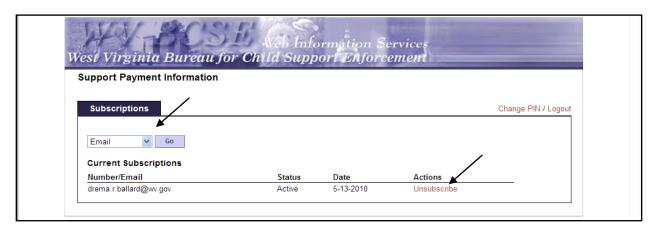
## Custodial Parent's message for person receiving disbursement by check:

"A support check in the amount of \$\_\_\_\_\_ was mailed to you by the WV BCSE on ."

## Noncustodial Parent's message:

"A support payment was received by the WV BCSE in the amount of \$\_\_\_\_\_on \_\_\_\_. Your case(s) will be credited accordingly."

- II. You may cancel your subscription to receiving the notifications at any time. To do this
  - A. Go to the subscriptions page and choose email or mobile device.
  - B. Your subscription will show with "Unsubscribe" in red. Click "Unsubscribe" to cancel your subscription.



C. A new box will appear asking if you sure you want to delete this subscription. If so, choose continue.



D. Another box will appear stating you have successfully unsubscribed your subscription for this address. Click continue.



E. This returns you to the main subscriptions page and you may sign up for a new subscription.